



PATENT

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

Applicants: Anil Kumar Annadata; Wai H. Pak; Mingte Chen; Henry D. Jay  
Assignee: Siebel Systems, Inc.  
Title: System And Method For Maintaining Real-Time Agent  
Information For Multi-Channel Communication Queuing  
Serial No.: 09/823,770 Filed: March 31, 2001  
Examiner: Quynh H. Nguyen Group Art Unit: 2642  
Docket No.: SBL0002US Client Ref. No.: SIEB060/US

Austin, Texas  
December 23, 2004


MAIL STOP RCE  
COMMISSIONER FOR PATENTS  
P. O. BO 1450  
Alexandria, VA 22313-1450

**PETITION FOR EXTENSION OF TIME**

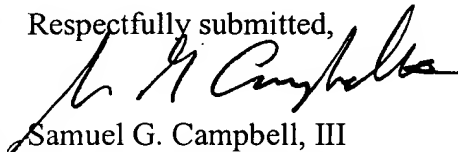
Dear Sir:

Applicant respectfully petitions for a one-month extension of time within which to respond to the November 24, 2004 Advisory Action, such extension allowing the undersigned until December 24, 2004 to respond.

Please charge the amount of \$120.00 as set forth in the enclosed transmittal letter.

I hereby certify that this correspondence is being deposited with the United States Postal Service as First Class Mail in an envelope addressed to: Mail Stop RCE, COMMISSIONER FOR PATENTS, P. O. Box 1450, Alexandria, VA 22313-1450, on December 23, 2004.	
 Attorney for Applicant(s)	12/23/04 Date of Signature

Respectfully submitted,



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